



TRAINING OPPORTUNITY

Detrick Center for Training and Education Excellence

Fort Detrick, MD

Course Title: Better Office Skills and Services

Dates / Location / Hour: 13-14 Jul 04 / DCTEE, Bldg 1520, Classroom 1 / 0800-1600

Registration Deadline: 30 Jun 04

Cost: \$200.00 based on 15 participants.

Vendor: Lausanne Institute, 109 Knoxlyn Farm Drive, Kennett Square, PA 19348

Description: Clerical, secretarial, and administrative personnel have essential roles in determining the efficiency of the office. Clerical employees make up over a third of white-collar employees in the Federal Government. This program will assist these employees by developing the skills and attitude to effectively perform their mission. Learned skills are improved upon with practice. They result in a striving for excellence and continuing quality interaction provided by participants who transfer knowledge into everyday performance, communication, and on-the-job skills.

Training Objective

- Provide an understanding and ability of participants to acquire the skills needed to increase and enhance their personal level of productivity and effectiveness as a member of their agency work team.
- Present strategies for immediate use toward attaining higher personal achievement by getting more done each day through increased utilization of planning and proper time use.
- Create building blocks to an effective positive attitude and interpersonal communication.
- Help participants identify and improve their personal telephone interactions. Identify the elements of human relations and how to apply them to everyday situations.
- Assist participants in gaining insight and adding polish to the skills needed to produce maximum benefit for them, their boss, and the agency.

The Planning Process

- How to prevent potential problems from occurring
- Skills for more effective planning and scheduling of work
- Tools needed to develop a plan, simple or complex
- Establishing alternative solutions to problems

Understanding Human Relations

- Enhancing agency efficiency and intercommunication
- Using Transactional Analysis to understand human behavior
- Techniques that lead to effective human relations

Effective Telephone Techniques

- Communicating a proficient, professional telephone image
- Projecting a friendly, persuasive telephone personality
- Procedures for difficult callers
- Uniform message taking, hold, and forwarding
- Telephone etiquette

Who should attend: Clerical, secretarial, and administrative personnel

Course Manager: Tel. 301-619-7554, Fax 301-619-2884, E-Mail:

USAGDCTEE@det.amedd.army.mil

How to Nominate and Apply: FAX DD Form 1556 to DCTEE (301-619-2884 or DSN 343-2884) or mail to bldg 1520 by the registration deadline. Make sure Blocks 17, 19, 23, 25, 32, 33, and 34 are properly completed. Include nominee's email address and Training Coordinator's phone number and email address in Block 18. Training coordinators must add billing information in blocks 27 and 37. **Do not attend unless you have received confirmation from the course manager.** Although we try to accommodate all training needs, faxing a nomination to us does not guarantee a space allocation. Check with your activity Training Coordinator if you have not received confirmation two-four weeks prior to the class starting date.

NOTES: Individuals who require special services or accommodations due to a disability should advise this office immediately (wheelchair access, interpreter, etc).